






**Mayor's Action Center**  
Service Level Attainment Compliance  
June 2010

Service Level Agreement	Target Performance				Current Performance	
Speed to Answer Calls	< :20					Out of compliance by 9 sec.
Abandon Rate	< 5%					Out of compliance by 0.15
Time on Call	< 2:30					
After Call Work	< :40					
Outbound Calls	>= 90% Outbound Call Rate for Service Closure					Out of compliance
Top 5 Service request	Weeds (5,680)	Trash (3,043)	Animal (2,379)	Chuckhole (977)	Drainage/F looding (776)	